 <b>Independent Verification &amp; Validation Facility</b>	<b>Work Instruction for the Administrative Action Tracking System</b>	<b>IVV 02-2 Revision: Basic Effective Date: February 14, 2006</b>
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APPROVAL SIGNATURES		DATE
Gregory Blaney (original signature on file)	IMS Representative	02/13/2006

REVISION HISTORY			
Rev. No.	Description of Change	Author	Effective Date
Basic	Initial Release	Natalie Alvaro	02/14/2006

REFERENCE DOCUMENTS	
Document Number	Document Title
IVV QM	IV&V Quality Manual
IVV 16	Control of Quality Records
NPR 1441.1	NASA Record Retention Schedules

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## 1.0 Purpose

The purpose of this work instruction (WI) is to define the NASA IV&V Facility Administrative Action Tracking System (Administrative Action Tracking System), and to establish a documented process to record and monitor Administrative Action Items (AAI) for NASA IV&V Facility civil service employees.

## 2.0 Scope

This WI applies to AAI's assigned by and to NASA IV&V Facility civil service employees in accordance with the Quality Manual.

## 3.0 Definitions and Acronyms

Official NASA IV&V Facility roles and terms are defined in the [Quality Manual](#). Specialized definitions identified in this WI are defined below.

### 3.1 Administrative Action Item (AAI)

An AAI is an action item that is associated with the administration of the NASA IV&V Facility and is tracked within the Administrative Action Tracking System.


### 3.2 Assignee

The Assignee is a NASA IV&V Facility civil service employee who is assigned an AAI via the Administrative Action Tracking System.

### 3.3 Customer

The Customer is a NASA IV&V Facility civil service employee that is responsible for the management of a category within the Administrative Action Tracking System. The following is a list of available categories with corresponding assigned Customers.

<u>Category</u>	<u>Customer</u>
Administrative	Administrative Office
Management	Deputy Director
O&M	Associate of Operations

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Projects	IV&V Services Lead
Research	Research and Development Lead
RMO	Resource Manager

### 3.4 Originator

The Originator is a NASA IV&V Facility civil service employee who enters and assigns AAls in the Administrative Action Tracking System.

### 3.5 NASA IV&V Facility Administrative Action Tracking System (Administrative Action Tracking System)

The Administrative Action Tracking System represents the administrative database within TrackWise.

### 3.6 Acronyms

AAI	Administrative Action Item
IMS	NASA IV&V Facility Management System
NPR	NASA Procedural Requirements
O&M	Operations and Maintenance
QM	Quality Manual
RMO	Resource Management Office
WI	Work Instruction



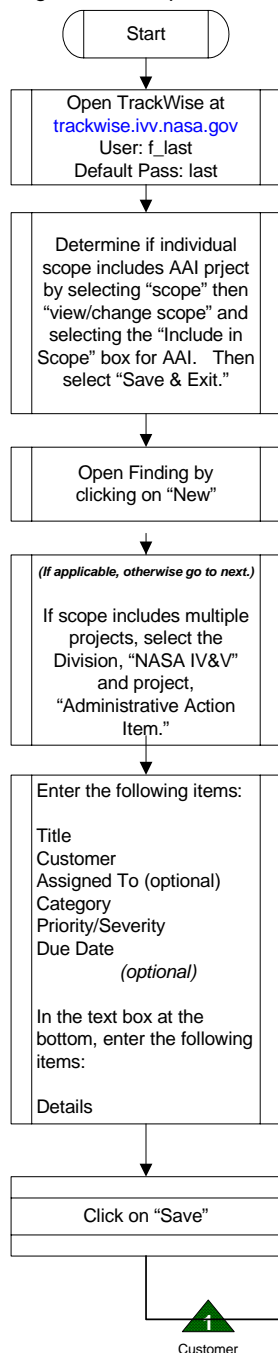
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Tracking System**

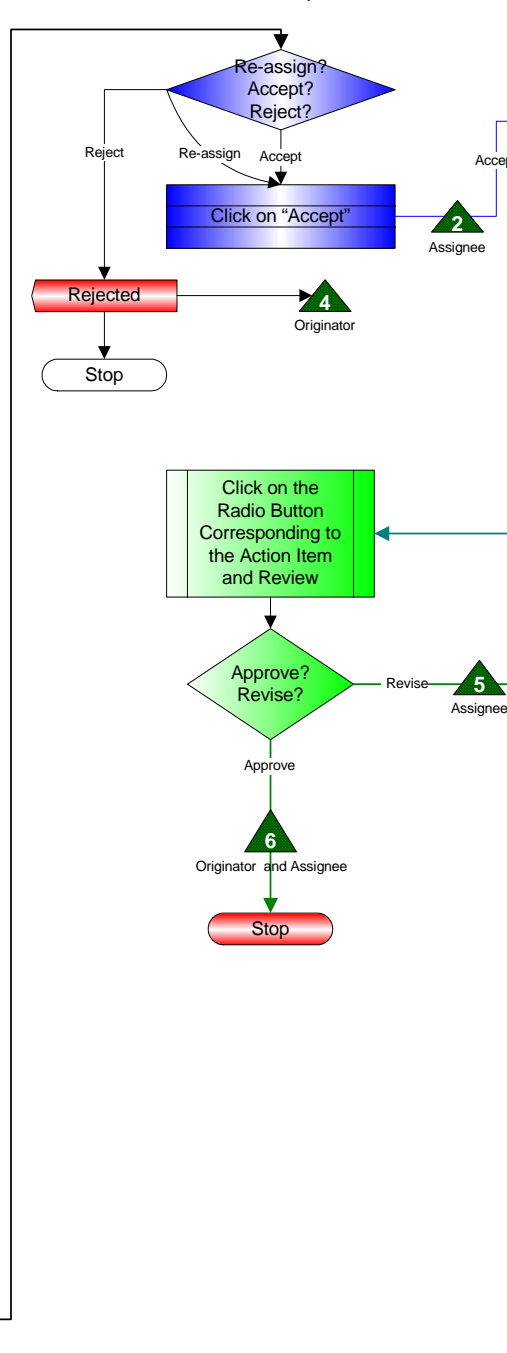
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**4.0 Flow Chart**

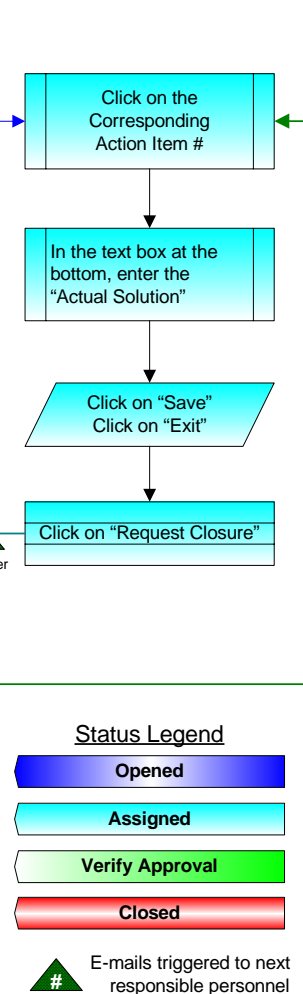
Originator's Responsibilities



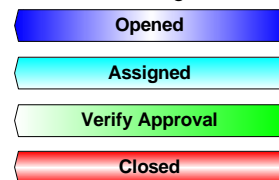
Customer's Responsibilities




Assignee's Responsibilities



Status Legend



# E-mails triggered to next responsible personnel

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## 5.0 Responsibilities

### 5.1 Assignee

The Assignee shall:

- Perform the assigned AAI
- Document action taken

### 5.2 Customer

The Customer shall:

- Assess the legitimacy of an AAI assigned to their specific category to be managed
- Accept, reject, or reassign AAI's prior to assignment to Assignees
- Approve the request to close the AAI based upon action taken or reject request and provide additional information to Assignee


### 5.3 Originator

The Originator shall:

- Open an AAI within the Administrative Action Tracking System once a need is determined
- Enter all required data fields as defined in Section 6.1, *Origination*, of this WI

## 6.0 Procedure

The Administrative Action Tracking System will record and track Administrative Action Items (AAIs) assigned to NASA IV&V Facility civil service employees because of quality enhancements or actions in need of tracking at the NASA IV&V Facility. All AAI's will be documented and monitored through approved closure status in the Administrative Action Tracking System. The Administrative Action Tracking System can be accessed via the "TrackWise" link on the NASA IV&V Facility Portal web site (<http://portal.ivv.nasa.gov/>), under the "Help and Support" section.

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## 6.1 Origination

The need for an AAI may be determined by an individual or may have resulted from NASA IV&V Facility meetings. After the need for an administrative action is determined, the Originator logs into TrackWise to create a new AAI. The Originator first determines if the individual scope includes the AAI project by selecting “Scope,” then “View/Change Scope,” and selecting the “Include in Scope” box for the AAI, then select “Save and Exit.” The Originator then selects “New” at the top of the screen. If multiple projects are selected within the scope, the Originator then selects “NASA IV&V” as the division and “Administrative Action Items” as the project for the new AAI. If only one project is selected within the scope, the Originator is directed to a new AAI within that project.


The Originator enters data in the following sections:

- **Title** – A brief description defining the nature of the action
- **Customer** – Defined by Section 3.3, *Customer*, of this WI
- **Assigned To** – To whom the Originator recommends as the Assignee (optional)
- **Category** – The appropriate action category
- **Priority/Severity** – Level of severity
- **Date Due** – The suggested target completion date for the AAI

The Originator then clarifies the justification for the AAI in the “Details” field and clicks the “Save” button, prompting an email notification to the Customer.

## 6.2 Assignment

Upon email notification of pending action, the Customer enters the Administrative Action Tracking System and accesses the respective AAI to assess the legitimacy of the action. If valid, the Customer ensures that the AAI has been assigned to the appropriate NASA IV&V Facility civil service employee for action, and that the “Category”, “Priority”, and “Date Due” fields are appropriate. The Customer will reject, accept, or reassign the AAI. If the AAI is rejected, the Originator will be notified via email. If the AAI is accepted or reassigned, an email will be generated and sent to the Assignee as a notification of pending action.

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### 6.3 Resolution

The Assignee will determine and perform the resolution for the pending AAI. Once the AAI is resolved, the Assignee will complete the "Actual Solution" field on the AAI, and request closure by clicking the "Request Closure" button.

### 6.4 Approval

Once the AAI is submitted for closure, the Customer will receive an email notification of the pending AAI approval. The Customer shall then evaluate and approve or revise the AAI. If the AAI needs revision, the Customer will indicate accordingly on the AAI. This will trigger an email to be sent to the Assignee as a notification for further action. If the AAI is approved, the process is complete, and the Originator and Assignee are notified of the approval and closure of the AAI.

## 7.0 Metrics

Any metrics associated with this WI are established and tracked within the NASA IV&V Facility Metrics Program.

## 8.0 Records

The following records will be generated and filed in accordance with this SLP and IVV 16, *Control of Quality Records*, and in reference to NASA Procedural Requirements (NPR) 1441.1, *NASA Records Retention Schedules*.

Record Name	Original	Vital	Responsible Person	Retention Requirement	Location
AAI	Y	N	Administrative Office	Destroy when 7 yrs old (1/26.5A)	Administrative Action Tracking System